



Rideability Complaints

All Models

Service Repair Bulletin SRV-SRB-21-013

Date: February 23, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

This bulletin is to assist you in collecting detailed information about any rideability complaints that may be reported on models equipped with a 4-cylinder engine.

A rideability complaint can have many causes, many of which are often not correctly diagnosed or not investigated in depth.

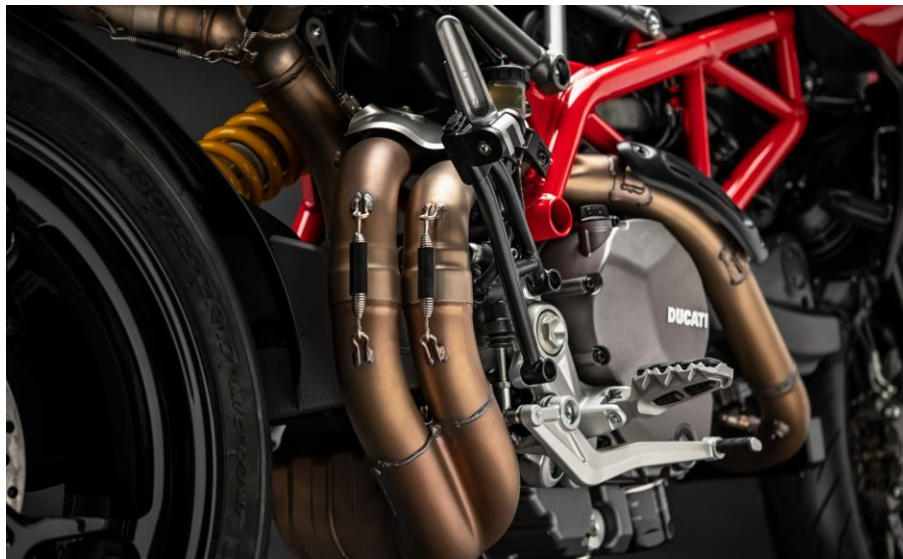
In addition to the engine calibration, a number of components can be affected, including:

fuel, fuel pump, brake and/or clutch switch, DQS, gear sensor, side stand sensor, RUN/STOP, lambda sensors, coils and spark plugs, MAP circuit, AIS circuit, injectors, engine timing, air infiltration in the intake/exhaust manifolds, etc.

To provide the required Youtech information, complete the instructions and questions below regarding:

- Operations to be carried out in the Workshop
- Information to be requested directly from the Customer

Complete a **YouTech** service request and attach the completed document (the .pdf file is editable).





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Preliminary operations to be carried out in the workshop

1. Connect the bike to the diagnosis instrument and run a Global Scan:
 - a) Are there any errors?
 - If yes, using the diagnosis instrument, generate the .pdf file of the Global Scan with the errors and the relevant frame parameters (so called freeze frames)
 - No
 - b) Is an engine calibration update available?
 - If yes, please download it and test the bike again
 - No



NOTE

After an engine calibration update, always perform two warm-up cycles (from cold engine to fan activation), with the engine at idle. In addition, check that the air flow rates between the cylinders of the same bank and between the banks are balanced (deviations of approximately 5 – 10 mg/tdc are permitted depending on the model). If the flow rates are not balanced, from the "SETTINGS" section of the DDS Engine Control Unit diagnosis, adjust the throttles at idle.

Information to be requested from the Customer

- 1) Indicative engine coolant temperature at which the problem occurred:
_____ [°C] _____ [°F]
- 2) Indicative outside temperature at which the problem occurred:
_____ [°C] _____ [°F]
- 3) Check the correct box:
 - Clutch lever fully pulled
 - Clutch lever partially pulled (in the MTS V4 there are in fact 2 clutch switches)
 - Clutch lever fully released



NOTE

With DQS active (from the instrument panel), it is not recommended to use the clutch. With clutch fully pulled the strategy is inhibited.



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4) Check the correct box:

- While UPSHIFTING without DQS
- While UPSHIFTING with DQS
- While DOWNSHIFTING without DQS
- While DOWNSHIFTING with DQS
- No gear shift was taking place

5) Indicate in which gear the problem occurred or in which gear shift (e.g. from 3rd to 2nd gear):

6) Indicate at what approximate engine rpm the problem occurred:

7) Indicate the approximate position of the accelerator:

- Fully released
- Partially open
- Fully open throttle (full gas)



NOTE

With DQS active (from the instrument panel), blipping is not recommended.

8) Check the correct box:

- While slowing down/during deceleration due to vehicle stop (traffic lights, STOP, etc.);
- When slowing down/decelerating;
- During acceleration.

9) Was the brake being applied?

- Yes
- No

10) Can the customer replicate the problem?

- Yes
- No

11) Is the problem present even with DQS disabled (from the instrument panel)?

- Yes
- No



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12) Are there any activated warning lights on the instrument panel?

- If yes, specify: _____
- No

13) Additional notes on the condition of the event, as stated by the Customer:

Operations to be carried out in the workshop

1) Can the Dealer replicate the problem?

- Yes
- No

2) With the engine off, from the STATUS section of the engine control unit diagnosis, check that the clutch switch or switches are working correctly.



NOTE

On the Multistrada V4 there are 2 clutch switches; the STATUS of the clutch switch read in the engine control unit can assume the values of:

- not pressed
- partially pressed
- fully pressed
- in error

3) Wait for engine temperature to be < 60 °C (176 °F).

From the "SETTINGS" section of the DDS Engine Control Unit diagnosis, perform the throttle adjustment at idle.

4) Wait for engine temperature to be < 60 °C (176 °F).

From the "SETTINGS" section of the Engine Control Unit diagnosis, activate the AIS secondary air system report the values:

- Cylinder 1: _____
- Cylinder 2: _____
- Cylinder 3: _____
- Cylinder 4: _____



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5) Wait 1 minute after starting the engine and, with the engine at idle, write down the values of the fuel A/F adaptive parameters (offset):

- Cylinder 1 _____
[indicatively the value should be within the range ± 0.5 mg/tdc].
- Cylinder 2 _____
[indicatively the value should be within the range ± 0.5 mg/tdc].
- Cylinder 3 _____
[indicatively the value should be within the range ± 0.5 mg/tdc].
- Cylinder 4 _____
[indicatively the value should be within the range ± 0.5 mg/tdc].

For questions about this Service Bulletin,
please contact your Service Area Manager.